

CITY OF TUALATIN

Classification Description

Job Title: Office Assistant II
Department: Varies
Reports To: Department Director or Designee
FLSA Status: Non Exempt

SUMMARY: Provides clerical support to a department. Performs typing and other clerical duties, including filing, reception tasks, and data entry and retrieval.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Types letters, reports, memos, statistical information and other varied correspondence for supervisor or other department staff from rough draft.

Receives callers to office, answers inquiries, arranges appoints/schedules as directed.

Assists public with other related matters in a friendly and courteous manner.

Maintains departmental files, indexes and registers. Researches information in files and compiles requested data for use of supervisor or other department staff.

Performs as clerical support and backup for the Office Coordinator.

Processes permits, registrations, licenses, citations, checks, invoices, and/or other documents as directed.

Operates various modern office equipment.

Makes copies and/or distributes them as appropriate.

Receives fees and maintains receipt records. Performs related data entry and creates monthly reports as needed.

Drives to city facilities, vendors, training programs, and meetings as required or necessary.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Cost Consciousness - Works within the approved budget; Conserves organizational resources.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy

and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Computer Skills: To perform this job successfully, an individual should have working knowledge of word processing, spreadsheet, and database software and order processing systems.

Other Skills and Abilities: Working knowledge of standard office practices and procedures. Working knowledge of business English, spelling, composition and punctuation. Reasonable knowledge of department rules, regulations and procedures or the ability to obtain such knowledge during a training period. Demonstrated ability to organize, file and maintain accurate records. Ability to type accurately from rough drafts. Ability to establish and maintain effective working relationships with the public and other employees. Ability to deal with upset or emotional people in a professional manner. May require or prefer specific knowledge, skill, ability or training in specific area or department of assignment.

EDUCATION and/or EXPERIENCE: High school diploma or general education degree (GED) including some training in general clerical/office skills. Minimum of two years experience in general office work which would include typing, filing, copying, telephone answering, greeting the public, or related functions. Any satisfactory equivalent combination of education and experience which ensures the ability to perform the work may substitute for the above.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand and walk; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The

employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.